COMTECH

Response to Task Order Request for Quotation (TORFQ) #RFQ-RT-17-00057 for

Research Triangle Park (RTP) Information Technology Support Services
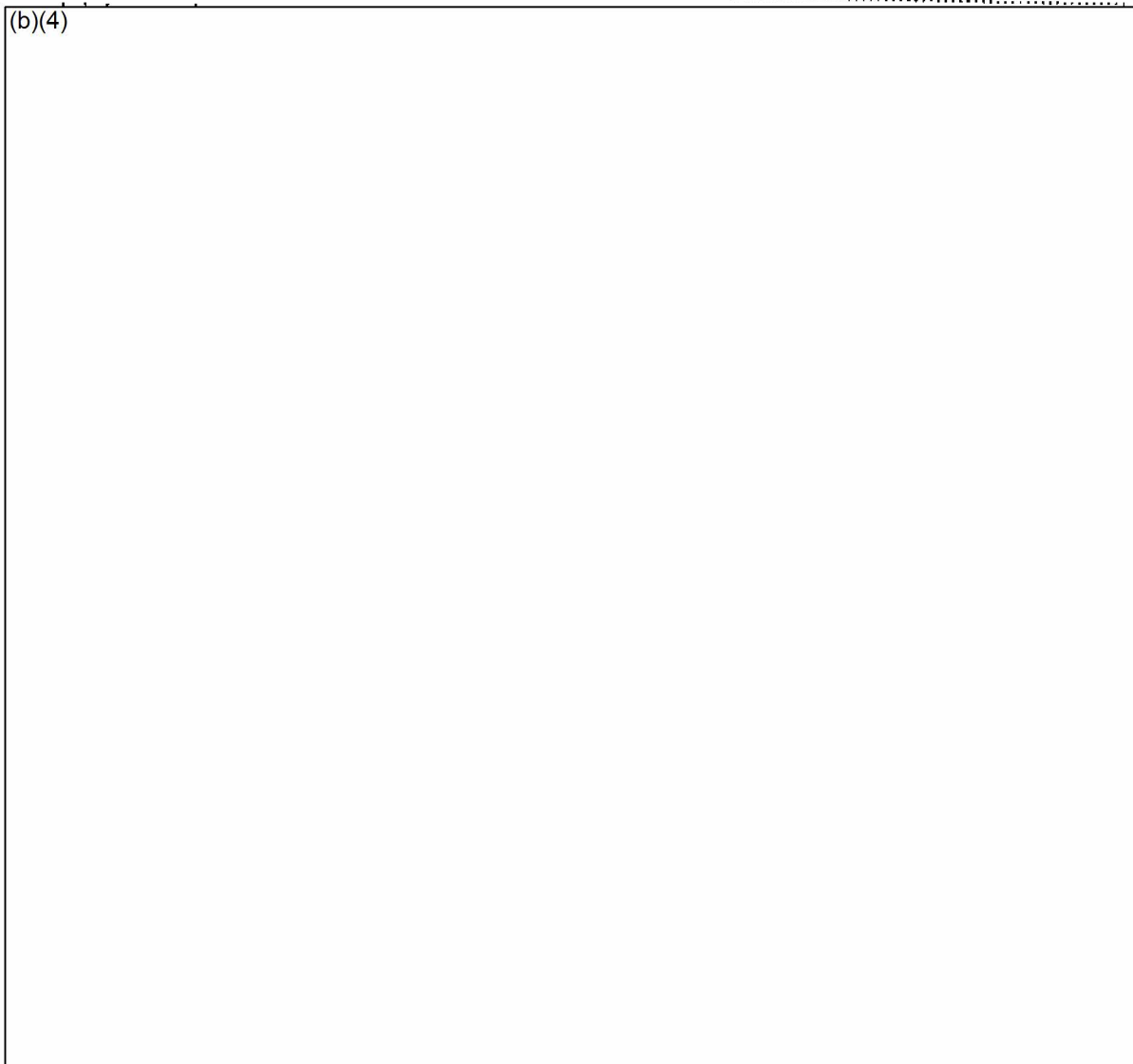
Volume II: Technical Capability

Copy 2 of 6

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Tab A: Table of Contents

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Tab B: Glossary of Abbreviations and Acronyms

Acronym	Definition
A&A	Assessment & Authorization
AO	Authorization Official
API	Application Programming Interface
ATS	Applicant Tracking System
BCS	Business Connectivity Services
BI	Business Intelligence
BIM	Building Information Model
BIS	Building Information Services
BPA	Blanket Purchase Agreement
BPaaS	Business Process as a Service
CAD	Computer Aided Design
CCB	Change Control Boards
CDN	Content Delivery Networks
CEO	Chief Executive Officers
CFML	ColdFusion Markup Language
CLIN	Contract Line Item Number
CM	Configuration Management
CMMI	Capability Maturity Model Integration
CMMS	Computerized Maintenance Management System
CMS	Content Management System
ConOps	Concept of Operations
COOP	Continuity of Operations
COR	Contracting Officer's Representative
CP	Contingency Plans
CPU	Critical Patch Updates
CRUD	Create, Read, Update, Delete
DAMA	Data Management Association International
DBA	Database Administrator
EDMS	Electronic Document Management System
EIT	Electronic and Information Technology
EPA	Environmental Protection Agency
FISMA	Federal Information Security Management Act
GIS	Geographic Information System
HR	Human Resources
HTML	Hyper-Text Markup Language
IaaS	Infrastructure as a Service
IBT	Instructor-Based Training
IESS	Integrated Engineering and Support Services
iOS	Internetwork Operating System
IRMD	Information Resources Management Division

ISA	Interconnection Security Agreements
ISO	International Standards Organization
IT	Information Technology
ITDS	Information Technology and Development Services
ITIL	Information Technology Infrastructure Library
JSON	JavaScript Object Notation
JVM	Java Virtual Machine
LAN	Local Area Network
MVC	Model View Controller
MVP	Minimum Viable Product/Model View Presenter
MVVM	Model-View-ViewModel
NIST	National Institute of Standards and Technology
NLT	No Later Than
NTE	Not to Exceed
NTIS	National Technical Information Service
O&M	Operations and Maintenance
OA	Occupational Agreements
OARM	Office of Administration and Resources Management
OCLC	Online Computer Library Center
OCR	Object Character Recognition
ODC	Other Direct Cost
OEM	Oracle Enterprise Manager
OIG	Office of Inspector General
OLS	Online Library System
PaaS	Platform as a Service
PBS	Public Buildings Service
PCO	Procuring Contracting Officer
PHP	Personal Home Pages
PM	Program Manager
PMBOK	Project Management Body of Knowledge
PMI	Project Management Institute
PMM	Project Management Methodology
PMO	Program Management Office
PO	Product Owner
POA&M	Plan of Action & Milestone
POP	Period of Performance
PWS	Performance Work Statement
QA	Quality Assurance
QMP	Quality Management Plan
QMS	Quality Management System

RBAC	Role Based Access Controls
REST	Representational State Transfer
RFQ	Request for Quote
ROB	Regional Office Building
RWA	Reimbursable Work Authorizations
SaaS	Software-as-a-Service
SAFe	Scaled Agile Framework
SAN	Storage Area Network
SDLC	Software Development Lifecycle
SDLC	System Development Life Cycle
SLA	Service Level Agreement
SME	Subject Matter Expert
SOAP	Simple Object Access Protocol
SOC	Security Operations Center
SOP	Standard Operating Procedures
SOW	Statement of Work
SQL	Structured Query Language
ST&E	Security Test and Evaluations
T&M/LH	Time & Materials/Labor Hour
TDD	Test-Driven Development
TNS	Transparent Network Substrate
TO	Task Order
TOA	Task Order Award
TOCOR	Task Order Contracting Officer Representative
TORFQ	Task Order Request for Quote
TWG	Technical Working Group
UAT	User Acceptance Testing
USDS	United States Department of State
UX	User Experience
VDI	Virtual Desktop Infrastructure
WAN	Wide Area Network
WBS	Work Breakdown Structure
WCAG	Web Content Accessibility Guidelines
WIP	Work-In-Process
WSUS	Windows Server Updated Services
XML	Extensible Mark of Language

Tab C: List of Table and Drawings and /or Cross Reference Matrix

List of Figures

List of Tables

6. TAB D6 – Sub-element 6: Past Performance

6.1 Reference 1

General Services Administration (GSA) Office of the Inspector General (OIG)	
Contract number	Contract#: GS-35F-0431K / Order#: GS-J-10-AD-0044
Contract title	Integrated Engineering and Support Services (IESS)
Point of Contact	Dan Chow (202) 236-2172 dan.chow a gsaig.gov
Contract Type	T&M
Company	Comtech LLC
Contract Value	$4,213,723.35
Period of Performance	9/30/10 - 9/29/15

Description of Services Provided:

Under the General Service Administration's (GSA) Office of the Inspector General (OIG) Network Engineer Support Contract, Comtech provides administration, operations, maintenance, network security, and technical engineering and analysis support for OIG's network which hosts the OIG Messaging and Email System. Comtech performs work in three major areas: (1) Internet/Intranet Applications Support, (2) OIG Messaging System Support, and (3) Enterprise Novell Network Operating Systems Operations and Integration Support. Support tasks include: application development, Lotus Notes & Domino support, help desk, technical engineering, and training. The services provided align with the SOW scope areas of:

- Application Administration and Web Support
- Computer System Support
- Consolidated Email, Lotus Notes, and Domino Support
- Graphics Design and Multimedia Support
- Training Support
- Online Library System Support (OLS) - See Oracle and ColdFusion platform experience under Application Administration and Web Support.

Application Administration and Web Support: Comtech provided (b)(4)

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support the OIG business processes. We gathered requirements and reviewed, produced, and

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6.2 Reference 2

General Services Administration (GSA) Public Buildings Service (PBS) ITDS BPA	
Contract number	GS-00P-13-CY-A-0019/GS-P-0013-CY-5035
Contract title	Electronic Document Management System (EDMS) Platform Support

Point of Contact	Kevin O'Malley
	(202) 208-6121
	kevin.omalley @ gsa.gov
Contract Type	FFP
Company	Comtech LLC
Contract Value	$3,507,257.60
Period of Performance	7/1/2013 - 6/30/2017

Description of Services Provided:

The EDMS is a PBS-wide enterprise system that serves as the official repository for PBS files and documents. The EDMS includes a variety of custom document types, user groups, and other types of customization to meet PBS requirements. Support tasks include: system design, installation, user interface design, configuration, customization, testing, implementation, backup, maintenance, replication, system administration, end user support, and all other activities associated with the administration of enterprise document management and workflow solutions. The services provided align with the SOW scope areas of:

- Application Administration and Web Support - See the following sections:
    - Design Process; Database Development;
    - Application Development and Administration;
    - Testing;
    - Applications O&M;
    - Agile Services;
    - Data Management Services;
    - Quality Requirements
- Computer System Support
- Graphics Design and Multimedia Support
- Training Support

Design Process: Design requirements were obtained and delivered as part of an Agile methodology implemented by the team to improve adherence to best practices. [(b)(4)]

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Page 74

functionality of the intended design and to elicit further input.

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ensure contract compliance and maintain a program that focuses on transparency, value management, and continuous improvement.

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6.3 Reference 3

General Services Administration (GSA) Public Buildings Service (PBS) ITDS BPA	
Contract number	GS-00P-13-CY-A-0019/GS-P-00-13-CY-5043
Contract title	GSA PBS Region 2 Application Development, Operational Support, and Ancillary Services Task Order
Point of Contact	Yuk Wong-Chiu 212-264-4384 yuk.wong-chiu@gsa.gov
Contract Type	FFP
Company	Comtech LLC
Contract Value	$2,992,534.19
Period of Performance	7/22/13 - 7/21/18
Description of Services Provided:	

This project is through our GSA BPA and is for Region 2 Application Development, Operational Support, and Ancillary Services under our GSA ITDS BPA. The Northeast and Caribbean Region (Region 2) of the PBS manages Federal space and provides real estate solutions to government agencies located in New York, Northern New Jersey, Puerto Rico, and the US

Virgin Islands. Under this TO. we provide specialized facilities management systems support. application design. development. deployment. maintenance. training and user support. The services provided align with the SOW scope areas:

- Application Administration and Web Support   - See the following sections:
    - Design Process
    - Database Development
    - Application Development and Administration
    - Application O&M
    - Testing
    - Specialized Facilities Management Systems
    - Agile Services
    - Data Management Services
    - Quality Requirements
- Computer System Support
- Graphics Design and Multimedia Support
- Training Support

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ITS applications developed by our team. We develop work plans and methodology for system security updates, test plans, test scripts and results, database schema updates, data dictionary modifications, interface design documentation updates, and design document changes for any modifications (b)(4)

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teams to leverage code analysis processes and addressed all high and critical findings before deployment.

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6.4   Quality Awards or Certifications

A commitment to quality is the guiding principle within our organization and establishes the foundation for our approach to delivering our full suite of capabilities. We have developed our methodologies and processes based on the IT Infrastructure Library (ITIL) v.3 Framework and the Project Management Institute's (PMI) Project Management Body of Knowledge (PMBOK). These are reinforced through our organization's externally accredited certifications, which include:

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